

The area affected by this impairment is in CenturyLink's Las Vegas wire center approximately 25 miles outside the town of Las Vegas, New Mexico. This is a seasonal vacation area that is used only during the late spring through early fall months and is otherwise closed to part-time residents and visitors. The area contains a canyon that is surrounded by mountains on three sides, and is subject to winter storms and high winds during the off-season. Sometime during the most recent off-season, utility poles that carry CenturyLink facilities were damaged and, as a result, CenturyLink's service to the area was impaired. Given the lack of presence in

the area during the off-season, the impairment was not discovered until June 26, 2019. Restoral of service is dependent upon some lead-time factors, most notably repair and/or replacement of the damaged poles. While that process is well underway, CenturyLink currently anticipates being able to complete replacement of its facilities and to restore service by the end of September 2019.

II. INFORMATION REQUIRED PURSUANT TO SECTION 63.63(a)

A. Effective Date of Impairment and Service Areas Affected

As noted above, CenturyLink became aware of the impairment of service on June 26, 2019. Since the area is not occupied in the off-season and is subject to severe winter storms, it is likely that CenturyLink's facilities were damaged at some time during the off-season period. The area is approximately 25 miles outside the town of Las Vegas, New Mexico and impacts 12 active customers.

B. Nature and Estimated Duration of the Conditions Causing the Impairment

CenturyLink became aware of the impairment on June 26, 2019 but suspects the impairment began before that time due to severe weather in the area during the off-season. While the weather event that likely caused the impairment is over, repair and/or replacement of damaged utility poles is necessary for CenturyLink to fully restore service. While those repairs are underway, the nature of the repairs, the fact that CenturyLink is dependent on other providers to fix their damaged poles, and the rugged terrain in the area have all contributed to the duration of the service impairment. Progress has been made on repairs such that, at this time, CenturyLink anticipates being able to restore service by the end of September 2019.

C. Facts Showing That Such Conditions Could Not Have Been Reasonably Foreseen to Prevent Such Impairment

CenturyLink has had facilities in this area for decades to serve customers in this remote portion of the Las Vegas wire center. Mountainous terrain combined with severe weather makes providing service in this remote area a challenge and CenturyLink has experienced minor service disruptions in the past as a result of these difficult conditions. This past year, however, the damage CenturyLink sustained to essential facilities was much more severe than in previous years, greatly prolonging the timeframe for repairs and restoral of service. As such, this impairment of CenturyLink's services was not foreseeable and could not have been reasonably prevented.

D. A Description of the Service Involved

CenturyLink's wireline telecommunications services and other real-time two-way voice communications services, as defined in Section 63.60(f) of the Commission's Rules, have been impaired in limited areas of the Las Vegas, New Mexico wire center, outside the town of Las Vegas.

E. The Nature of Service Which Will Be Available or Substituted

As mentioned above, CenturyLink expects to fully restore service by the end of September 2019. Temporary service from CenturyLink's wireline facilities is not available in the affected area due to the rugged terrain in the area and the damage to our facilities. CenturyLink also understands that wireless service in the area is not reliable.

F. The Effect Upon Rates to any Person in the Community

CenturyLink does not expect this impairment to have any adverse effect upon the rates CenturyLink charges its customers in this area.

G. Restoration Efforts

As mentioned above, restoration efforts are nearing completion as the damaged utility poles are being repaired or replaced, as the respective pole owner(s) deem appropriate. CenturyLink expects to be able to place its facilities very shortly and currently anticipates a full restoral of service to affected customers by the end of September 2019. As such, CenturyLink expects that this service impairment will be resolved relatively shortly and that no further filings will be necessary.

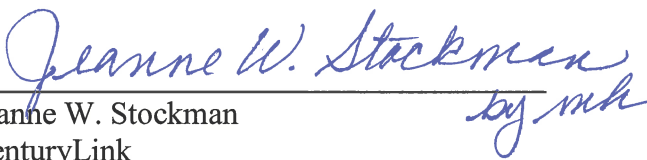
III. CONCLUSION

For the foregoing reasons, in light of the damage to CenturyLink's facilities in limited portions of the Las Vegas, New Mexico wire center, CenturyLink respectfully requests Commission approval of this Application.

Respectfully submitted,

**QWEST CORPORATION d/b/a
CENTURYLINK QC**

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